

BOOKET FILE

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November 20, 1997

Consumer Complaints  
Federal Communications Commission  
Common Carrier Bureau  
Mail Stop 1682  
Washington , DC 20554

To whom it may concern

As a representative of four national trucking companies I would like to voice some concerns over the new Federal Communications Act regarding pay phone charges on 800 and 888 numbers.

This law will have a dramatic effect on the operating costs for the industry, perhaps as much as doubling current phone charges. I do not dispute the relevance of the act; the phone operators should have the right to recoup their costs and generate revenue on investments, however I do have some fundamental problems with how the law is structured.

The FCC decision to not allow users to deposit \$.25 in a pay phone and dial a local access number to connect with a 800 or 888 line. As I understand this was done because of the FCC believing that these numbers are a courtesy to customers and the extra expense should be the burden of the provider. In many forms of business this can be proven relevant although the trucking industry presents an unique situation. 80 to 90% of all phone calls to trucking companies and terminal offices are from drivers who are on the road without any other forms of communication. These numbers are provided to drivers to help

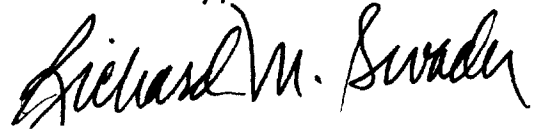
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offset some of their ever increasing operating costs that currently run at approximately 85% of revenue generated. As a whole the companies in this industry operate on a 3 to 5% profit margin. The extra expense incurred on phone charges is one that would be extremely difficult to incur.

A reasonable solution would be to eliminate 800 and 888 number usage which would have multiple effects for all parties involved regarding costs and service. One option would be to share the expense with the user and service provider so that both parties will be able to absorb the costs. This could be accomplished by providing local access 800 and 888 numbers for companies in situations like the trucking industry that is so dependant on current communications practices for success.

Sincerely,

A handwritten signature in black ink, reading "Richard M. Swader". The signature is written in a cursive, flowing style with a large initial "R".

Richard M. Swader

*Country Junction, Inc.  
467 Oakridge Drive  
Youngstown, OH 44512*



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FCC MAIL ROOM

CRAIG A. HENDERSHOT  
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NEW MARKET, MD 21774

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96-128

November 21, 1997

Common Carrier Bureau  
Informal Complaints Branch  
Federal Communications Commission  
2025 M Street, N.W.  
Room 6202  
Washington, DC 20554

Gentlemen:

We have been informed by our message service provider, that the Federal Communications Commission has imposed a rule effective October 7, 1997 (a rule imposed without advance notice nor any provision for comment) which allows pay telephone companies to charge for any calls placed on their phones to a toll free number, either 800 or 888 exchanges.

It is my belief that this rule will most impact those of us who travel extensively and rely on public telephones for receipt of information from family and loved ones via message services accessed at toll free numbers. Many of us are elderly and travel by recreation vehicle and live on fixed retirement incomes.

I do not believe that sufficient data was considered in issuing this recent rule, and that the issuance occurred largely because of lobbying efforts by these proliferating public telecommunication devices.

I would appreciate a full investigation into this new ruling. There are some days when we are required to access our message service several times a day, and the rule will cause our service to become extremely costly, to the point that it will have to be abandoned, leaving us without a much needed resource.

We would also appreciate advice as to the final determination in this matter. Thanking you in advance.

Sincerely,

*Craig A. Hendershot*  
CRAIG A. HENDERSHOT

Dick Swader  
Agent

**LANDSTAR**

**RANGER**

*Solution To Motion*

Landstar Ranger, Inc.  
467 Oakridge Drive  
Boardman, Ohio 44512  
Bus. (330) 965-9421  
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Mr. [unclear] [unclear]  
LMA [unclear]